IN THE CLAIMS

1. (Currently amended) A device comprising:

a telephone port for coupling to a telephone network; and

one or more processors coupled with the telephone port, ~~wherein the one or more processors~~ to:

establish a modem connection with each of a plurality of modems over a one or more telephone lines;

store an individualized hold timeout time limit associated with a user profile prior to establishing the modem connection;

exchange data over the modem connection wherein the data includes a user attribute; and

~~determine an~~ retrieve the individualized hold timeout time limit ~~for the modem connection according to a~~ for the user profile associated with the user attribute;

~~place the modem connection on hold from the exchanging of data to start a hold session; and~~

~~prevent the hold session from exceeding the individualized hold timeout time limit.~~

2. (Currently amended) A method comprising:

establishing a connection with a modem over a telephone line;

receiving a request for a modem on hold state including a user attribute;

associating a user profile with the user attribute;

decoding an individualized modem on hold time limit included in the user profile for the connection ~~according to a user attribute contained in the request~~; and

placing the connection in the modem on hold state in response to the request.

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3.   (Currently amended) The method according to claim 2 including ~~looking up the individualized modem on hold time limit according to a predetermined user profile associated with the user attribute~~ terminating either the modem on hold state or the connection at the conclusion of the individualized modem on hold time limit.

4.   (Currently amended) The method according to claim ~~3~~ 2 including ~~storing~~ retrieving the user profile ~~in~~ from a database using a same or a different processor that establishes the modem connection.

5.   (Previously presented) The method according to claim 2 including determining an identification of the current user through an authentication and authorization process.

6.   (Previously presented) The method according to claim 2 wherein the request includes instructions to cancel the modem on hold state or disconnect the connection upon the expiration of the individualized modem on hold time limit.

7.   (Currently amended) A system comprising:

one or more processors; ~~and~~

a database storing an individualized modem on hold (MOH) timeout limit associated with an endpoint identification; and

one or more modems that send a modem timeout request over a telephone network, wherein the one or more modems temporarily cease communicating according to ~~an individualized modem on hold (MOH)~~ the MOH timeout limit determined by the one or more processors according to ~~an individualized user profile~~ the endpoint identification associated with each of the one or more modems and in response to the modem timeout request.

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8. (Previously presented) The system according to claim 7 including a database storing the individualized user profile, wherein the one or more processors retrieves the individualized MOH timeout limit associated with the individualized user profile.

9. (Previously presented) The system according to claim 7, wherein the individualized user profile includes a predetermined user response to the individualized MOH timeout limits.

10. (Currently amended) An apparatus comprising:

a network interface;

a modem communicating across the network interface; and

a database storing an endpoint specific timeout limit associated with an endpoint identification; and

an endpoint device that sends a modem timeout request over the network interface, wherein the modem temporarily ceases communicating according to an the endpoint specific timeout limit associated with an the endpoint identification included with the modem timeout request.

11. (Previously presented) The apparatus according to claim 10 wherein the endpoint specific timeout limit is associated with the endpoint identification according to a stored endpoint profile.

12.   (Previously presented) The apparatus according to claim 10 wherein the modem timeout request includes instructions to cancel the modem on hold state or disconnect the connection upon the expiration of the endpoint specific timeout limit.

13.   (Previously presented) A method comprising:

establishing a modem communication session over a phone line;

sending a request for a modem on hold timeout;

providing a user identification;

determining an individualized modem on hold timeout limit associated with the user identification;

establishing a non modem communication session over the phone line; and

terminating either the non modem communication session or the modem communication session at the conclusion of the individualized modem on hold timeout limit according to a user profile.

14.   (Previously presented) The method according to claim 13 including determining the individualized modem on hold timeout limit according to the user profile associated with the user identification.

15.   (Previously presented) The method according to claim 13 including sending a request to terminate the modem communication session prior to the conclusion of the individualized modem on hold timeout limit; and

continuing the non modem communication session.

16.   (Currently amended) A system for managing a modem connectivity session, the apparatus comprising:

means for establishing a modem connection for each of a one or more modems;

means for associating a user profile with the modem connection;

means for storing a connection specific hold timeout limit and a predefined system response associated with the user profile prior to establishing the modem connection;

means for determining a the connection specific hold timeout limit for each of the one or more modems according to the user profile; and

means for placing each of the one or more modems in a modem on hold state; and

means for terminating either the modem on hold state or the modem connection at the conclusion of the connection specific hold timeout limit according to the system response.

17.   (Previously presented) The system according to claim 16 including a means for determining a system response at the completion of the connection specific hold timeout limit according to instructions contained in the user profile.

18.   (Previously presented) The system according to claim 17 including a means for updating the user profile according to a user request received during the modem connectivity session.

19.   (Previously presented) The system according to claim 16 including a means for canceling the modem connection during the modem on hold state and maintaining a non modem connection.

20. (Currently amended) A computer-readable medium containing a program for managing modem sessions, the program comprising:

instructions for establishing a modem session for each of a one or more modems;

instructions for associating a predefined modem specification with the modem session;

instructions for storing an individualized modem hold timeout limit and a predefined session response associated with the modem specification prior to establishing the modem session;

instructions for ~~determining an~~ retrieving the individualized modem on hold timeout limit for each of the one or more modems according to the modem specification; ~~and~~

instructions for placing the one or more modems in a modem on hold state; and

instructions for terminating either the modem on hold state or the modem session at the conclusion of the individualized modem hold timeout limit according to the predefined session response.

21. (Previously presented) The program according to claim 20 including instructions for determining a system response at the completion of the individualized modem on hold timeout limit.

22. (Previously presented) The program according to claim 20 wherein the predefined modem specification is saved in a database.

23. (Previously presented) The program according to claim 20 including instructions for canceling the modem session during the modem on hold state and maintaining a non modem session.

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24.   (New) The device according to claim 1 wherein a processor that retrieves the individualized hold timeout limit may be the same or different from the one or more processors that establish the modem connection.

25.   (New) The device according to claim 1 including the one or more processors to:

place the modem connection on hold from the exchanging of data to start a hold session; and

prevent the hold session from exceeding the individualized hold timeout time limit.

26.   (New)   The device according to claim 25 wherein the data includes instructions to cancel the hold session or disconnect the modem connection upon an expiration of the individualized hold timeout time limit.